

Contract C-OPC-21904, TO 19
Modification 1

INSPECTION PROTOCOL FOR PERFORMING NYCHA PHYSICAL INSPECTIONS

October 27, 2003

1. Inspection Protocol:

The HUD contract inspector (inspector) will contact the NYCHA to schedule public housing properties for inspection.

For the property selected for the inspection, both the NYCHA and the inspector will follow the modified protocol discussed below:

- The inspector will arrive on the first day of the scheduled inspection, verify the property profile, request a listing of the uninspectable units (based upon the following acceptable reasons: vacant, temporary off-line, police restricted areas, occupant refusal such as sickness, and other hazard such as vicious animal) and generate the sample. After generating the sample, the inspector will verify the units selected in the sample with the uninspectable list and select an alternate to replace the uninspectable unit, if necessary. Once a finalized units list is established, the inspector will provide the list of primary units to the Resident Owned businesses contracted by the NYCHA who will proceed as described below to ensure access to the selected units.
- Upon receiving the primary units list, the Resident Owned businesses will be responsible for the delivery of the resident notification letter to each primary unit.
- The inspector will return to the property 72 hours later and conduct the inspection of all remaining areas in accordance with the UPCS inspection software and protocol.
 - The 72 hours begins when the inspector arrives to conduct verification.
 - Inspections begun on a Wednesday (verification) can be completed the following Wednesday (unit portion).
 - If a holiday or act of nature occurs in the designated 72 hour period, the inspection will begin on the next business day.
 - Any modification to the 72 hour time period other than described within this document will be mutually agreed upon with the contractor, NYCHA, and the REAC Representative.
 - Multiple inspections may be open at the same time. Inspectors will insure the inspections are not co-mingled, reversed, or mixed .
 - Inspector may conduct inspection of site, building exterior, building system and/or common areas immediately after generating the sample. However, units inspection cannot start until after the 72 hours requirements.
- The NYCHA will contact the residents on the day of the inspection to remind residents regarding the scheduled inspection.
- During the inspection, the inspector will select alternate units for any primary unit that's inaccessible due to "No Key". In the event the inspector is unable to get into any of the

Contract C-OPC-21904, TO 19
Modification 1

- primary units and after exhausted alternates equal to more than 20% of the primary units lists, the inspector will contact the REAC designated central point of contact and secure approval to halt the inspection. The property will receive a score of “zero” for units’ inaccessibility.

2. Cancellation of Inspections:

An inspection will be declared unsuccessful and cancelled if the inspector cannot gain access to twenty percent of the primary units in the random sample. However, vacant and offline units will not count towards this 20%. The inspector can attempt to inspect an alternate unit only after a reasonable attempt is made to gain access to a primary unit. A reasonable attempt means that an inspector will make a second attempt to inspect a primary unit if the NYCHA Representative assures that the tenant will be available during that tenant’s time period and the inspector can continue the inspection in the same building or immediate area. Cancellation of the inspection will not be a unilateral decision by the contractor or inspector. The authorized PIH-REAC representative and/or PIH-REAC headquarters will make the final determination unless the inspector or the contractor’s help desk is unable to contact a PIH-REAC representative. If an inspection is halted because of exceeding alternates equal to more than 20% of the primary units listed for inspection, the Contractor will be compensated at the full contract inspection rate.

3. NYCHA Responsibilities:

NYCHA will:

- Notify residents and resident organizations of the upcoming inspections and the necessity for HUD inspectors to be provided with access to units selected for inspection. Such notifications should not be limited to a single event.
- Coordinate with the HUD NY PIH staff and the Resident Organizations/Resident Councils to conduct a series of publicity events to facilitate resident cooperation and maximum participation.
- Provide an initial resident notification to each resident and post notices in conspicuous places around the property 48 hours prior to the scheduled inspection. A second resident notification letter will be drafted for the residents residing in the primary units. The resident notification shall include language indicating the NYCHA will be contracting with the Resident Owned businesses to assist in delivery of notification letters to residents residing in units selected in the sample.

Contract C-OPC-21904, TO 19
Modification 1

- The second resident notification letter shall include language requesting that any resident who anticipates being absent the day of the inspection provide access through other means. For example, the resident may give keys to the unit to a relative, friend, resident leader or the property manager who will be available to provide access.
- Identify the Resident Owned businesses that will be involved with the 72-hours residents notification process. Conduct meetings with the Resident Owned businesses regarding the resident notification protocol.
- The NYCHA will contact residents on the day of the actual inspection to remind residents to remain home for the duration of the inspection.
- Permit inspections to be performed between 8 am and 7 pm during weekdays and enable the inspector to gain access to the units in the sample while residents are at home.
- Provide personnel to accompany both the inspector and any HUD representatives throughout the inspection.
- Ensure that no one attempts to make repairs, other than emergency repairs, to the units once the sample and alternate units are determined and provided to the NYCHA. If it is determined that repairs of any kind other than emergency were either made or attempted, the inspection will be discontinued.
- Provide a NYCHA central point of contact for all inspections to facilitate scheduling, routine communications and resolution any issues related to the inspections. The point of contact will provide the inspector with the telephone number, including a cell phone number.

4. REAC Responsibilities:

REAC will authorize, permit and/or direct the inspectors to take the following actions:

- The PIH-REAC representative will be available on-site or by phone and will provide an immediate response (within 30 minutes) to the contractor on issues that arise during the inspection. If it becomes evident that access will be an issue, the authorized PIH-REAC representative will decide much earlier in the day if an inspection will be declared unsuccessful. If the PIH-REAC representative or the help desk is unresponsive in the 30 minute time period, the contractor will contact the REAC QA Deputy Director to determine the proper course of action (REAC QA Deputy Director's cell phone number will be provided to the contractor).

Contract C-OPC-21904, TO 19
Modification 1

- Inspections may be performed between 8 am and 7 pm on weekdays and on mutually agreed upon Saturdays to enable the inspector to gain access to the units in the sample while residents are at home. Specific scheduling for individual properties will be based on mutual discussions between the contractor and the NYCHA.
- Provide the Resident Owned businesses with the units included in the sample immediately after the sample is generated.
- Select an alternate unit for units in the sample in which the residents are not at home and the NYCHA does not have keys to gain access.
- Contact the REAC designated central point of contact immediately upon exhausting both the sample units and 20% alternate units (rounded up, example; 21 units would equate to 4.2 alternates, therefore the inspector will have 5 alternate units available).
- REAC will designate a central point of contact to work with the NYCHA to facilitate routine communications and resolution of any issues that may arise during the inspections. REAC will provide the cell phone number of its point of contact to the NYCHA central point of contact and to the HUD contract inspector.

5. NYCHA Resident Owned businesses Responsibilities:

- Attend the first day of the REAC inspection and meet with the inspector for the purpose of receiving the primary units list.
- Conduct resident notification process, which include delivery of the resident notification letter to each of the primary units selected.

6. HUD New York City PIH Field Office(NYFO) Responsibilities:

- Coordinate with the NYCHA and meet with their Resident Organizations-Resident Councils in conducting a series of publicity events to facilitate resident cooperation and maximum participation.

